



Dear Patient:

We would like to take this opportunity to welcome you to **THE PRACTICE, LLC** and we thank you for choosing Dr. John Mattei, William Crigler, and David Morris as your family physicians. It is our pleasure to provide you with the highest quality healthcare and service.

**THE PRACTICE, LLC** is a family care facility specializing in the care of patients from young adults to seniors. We practice preventative medicine as well as care for your chronic and acute medical needs, being proactive about your healthcare can often help us prevent or delay the onset of future health problems. Regularly scheduled office visits allow us to better identify and manage chronic health problems you may have.

**THE PRACTICE, LLC**, we firmly believe, and our experience has shown it to be true, that those patients who are consistent in keeping their appointments have fewer episodes of acute illness, better management of chronic illnesses and generally better overall health.

Our practice utilizes an automatic calling system that will call you 48 hours in advance of your appointment, and we do understand situations may arise beyond your control. However, we do require at least a 24-hour courtesy notice of cancellation. This courtesy allows us to continue to operate efficiently and use the time reserved for you to see other patients in need.

Our physicians are contracted with several insurance carriers as a provider. It is your responsibility to verify if your physician is listed as a provider within your network. As part of your contract with your insurance company we are legally required to collect all co-pays and / or deductibles from you at the time of service. We ask that you are prepared to pay your co-pay and /or deductibles at the time of each service. We conveniently accept the following methods of payments: Cash, Check, Visa, Mastercard, Discover and American Express.

Again, thank you for allowing us to assist you with your healthcare needs.

Sincerely,

Your family physicians